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**From:** [REDACTED]  
**Sent:** Wednesday, February 8, 2012 4:12 PM

I think whatever new installer you intend to send to try and fix =his job should come to just have a look at the issues first to see if =hey can even fix them, and if they can, they can come to the job =repared with the proper =aterials!

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These 2 show how the design is crooked; it veers to the =eft. If you notice in the second photo, this is of the adjacent wall to =he cabinets, it is also skewed; the black diamonds are gradually =etting smaller against the wall. So, if it's crooked against both the =all and the cabinets, it would be safe to conclude that the flooring is =nindeed skewed itself, not that the cabinets or wall is =kewed.

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There are =ears in the material in several of the corners. Not sure how this will =e fixed? I understand caulking will help the edges look finished, but =t won't hide the =ears.

Where to begin =n these. If it was temporarily put down to avoid someone tripping, why =as it glued down? and very meticulously small triangular pieces were =ut to fill in the small spaces. Why bother cutting so many small little =ieces to fit in the holes if temporary? I don't buy it. Your =xplanation doesn't make any sense. There is no excuse for =his.

There are =ubbles popping up in several areas of the flooring. How does that get =ixed?

Seams =oming up, and more tears in the material at the =orners

Tear in the =aterial, and in second photo, another "cut and paste" job in the =orner.

More cuts and =ears where there shouldn't be.

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